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Decision 02-04-033 April 22, 2002

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Glen F. Wetzel,

Complainant,

vs.

Pacific Bell Telephone Company,

Defendant.

(ECP)

Case 01-10-032

(Filed October 19, 2001)

**OPINION ON COMPLAINT
REGARDING DIAL TONE DELAY**

Summary

The request of Glen F. Wetzel (Complainant) that the Commission set standards for dial tone delay for analog telephone equipment is denied.

The Complaint

Complainant alleges that Pacific Bell Telephone Company (Pacific) has violated the Commission's General Order 133-B (GO) standard for dial tone delay. Complainant further states that the potential lack of dial tone on his telephone can lead to a possible life-threatening situation.

Pacific states that in Decision (D.) 00-03-052, the Commission eliminated the dial tone delay requirements set forth in Rule 3.4 of GO 133-B.

Further, Pacific states that it meets the telecommunications industry standard contained in Telcordia GR-506-CORE LSSGR: Signaling for Analog

Interfaces, Section 13 “Disconnected Procedures.” That publication specifies a timed-release interval of 10-12 seconds for end users with analog interfaces (*i.e.*, customer premises equipment – CPE).

Discussion

As Complainant acknowledges, Pacific’s dial tone delay (when callers do not immediately hang up and analog CPE is used) is 10 seconds – within the industry’s guidelines.

Complainant has failed to show that Pacific is in violation of any Commission Order or Rule regarding dial tone delay. *See* Section 1702 of the Public Utilities Code and Rule 9 of the Commission’s Rules of Practice and Procedure. The complaint is denied.

O R D E R

IT IS ORDERED that:

1. The complaint is denied.
2. (ECP) Case 01-10-032 is closed.

This order is effective today.

Dated April 22, 2002, at San Francisco, California.

LORETTA M. LYNCH
President
HENRY M. DUQUE
CARL W. WOOD
GEOFFREY F. BROWN
MICHAEL R. PEEVEY
Commissioners